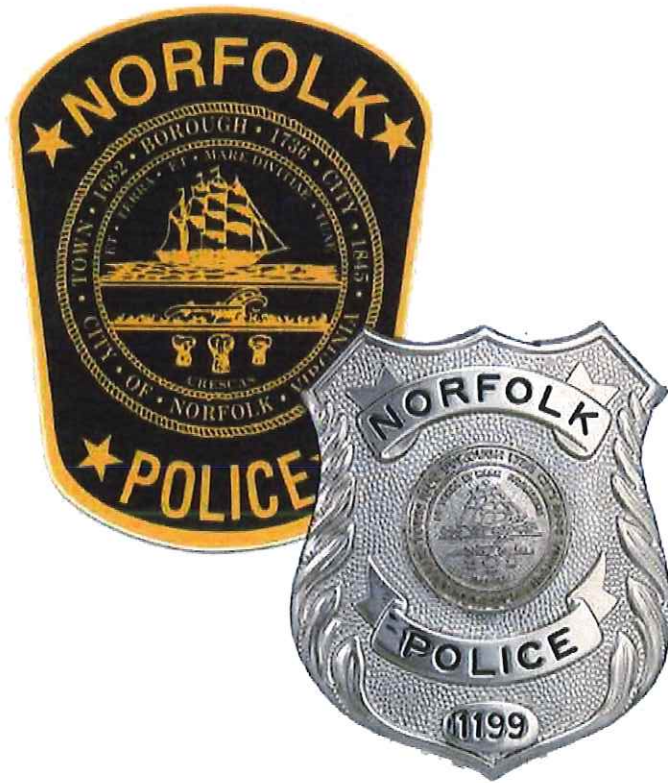




Department of Police Norfolk, Virginia



Police Officer's Manual
September 27, 2017

 NORFOLK <i>Department of Police</i>		Police Officer's Manual	
		Norfolk Department of Police	
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CALEA Standards were noted for reference purposes.

POLICE OFFICER'S MANUAL

Norfolk Police Department

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POLICE OFFICER'S MANUAL
Norfolk Police Department
Revision/Modification Record

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Policing Philosophy	07/22/14
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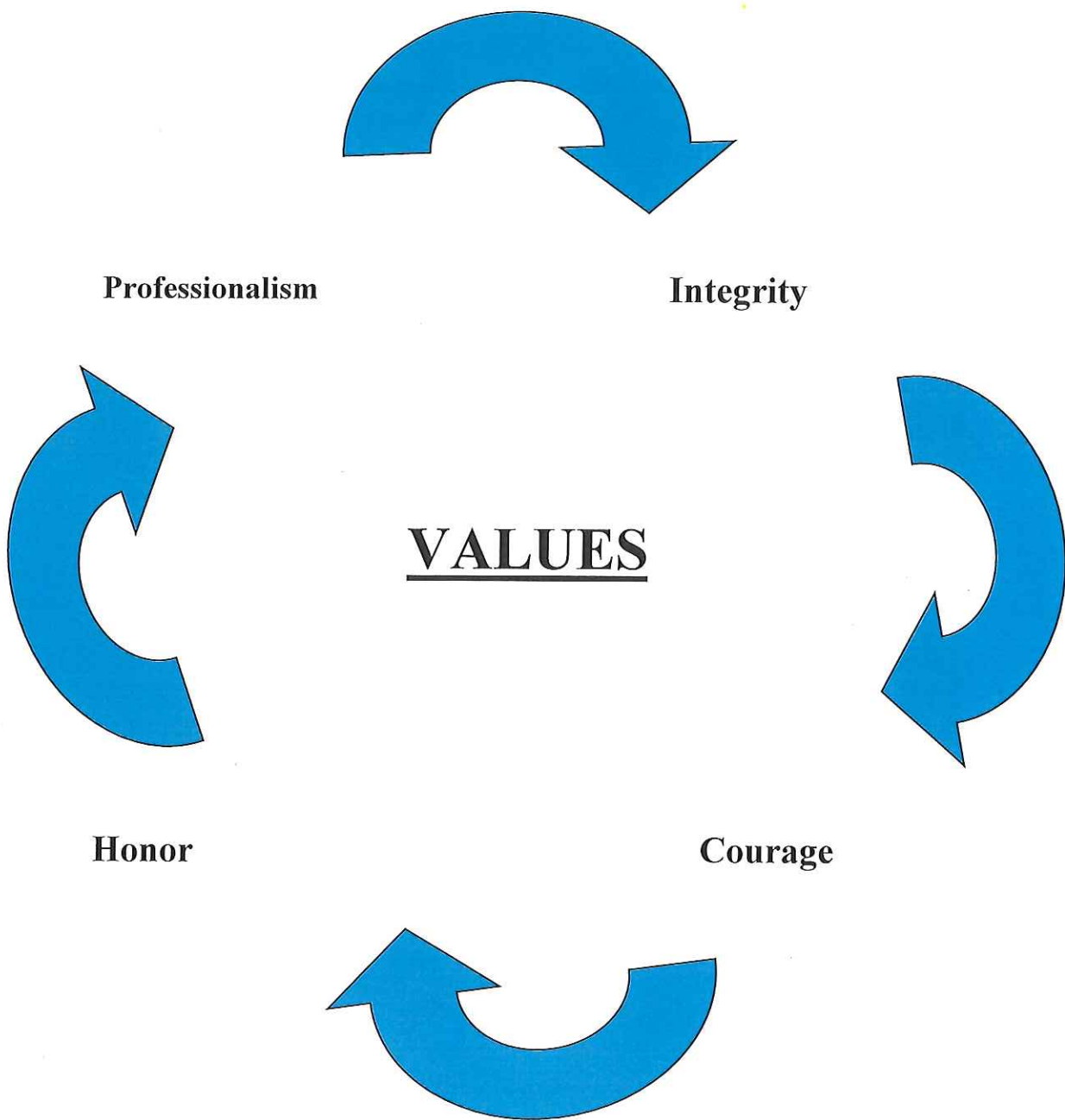
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MISSION STATEMENT

“The Norfolk Police Department shall provide protection and police service responsive to the needs of the people of Norfolk.”

Norfolk Police Department Policing Philosophy

It is the Norfolk Police Department's philosophy to deliver public safety and law enforcement services to the citizens of Norfolk using the community oriented policing and community oriented government philosophy that encourages citizens to not only obey the law but to also become partners in sharing the effort necessary to prevent crime. As a department, it is essential that officers assume highly visible proactive roles within their assigned communities and develop effective relationships with community and city leadership. Members of the department, when exercising a problem solving approach to crime reduction, should collaborate with members of the community, other city departments and outside agencies when developing creative and innovative solutions to improve the quality of life for the citizens of Norfolk. Officers must provide timely and appropriate responses to crime and community concerns. Enforcement shall be accomplished while strictly honoring constitutionally guaranteed liberties and individual civil rights. All officers are required to treat everyone fairly.

Department leaders shall be held accountable for their vision, leadership and allocation of resources to effectively reduce criminal activity.

Toward this end, the Police Officer's Manual is published to provide officers with direction and guidance reflecting the City's values and mission and to ensure the proper performance and continuous improvement of police services. Officers are required to be a positive role model to the community they serve, and to treat everyone with dignity, tolerance, and understanding. For this reason, the manual contains a code of ethics, rules, procedural statements and selected information with which sworn personnel are required to familiarize themselves. It is important to understand that police work demands a high level of discretion, judgment, and integrity on the part of individual officers; therefore, the rules and procedures contained herein cannot cover every situation. The intent of this manual is to provide general guidelines and direction reflective of our values and mission. Accordingly, the content of this manual, when coupled with good judgment, responsibility, and pride in work quality, will provide a foundation for excellence in the performance of police service.

Law Enforcement Code of Ethics* (CALEA 1.2.1.)

As a law enforcement officer, my fundamental duty is to serve the community; to safeguard lives and property; to protect the innocent against deception, the weak against oppression or intimidation and the peaceful against violence or disorder; and to respect the constitutional rights of all to liberty, equality and justice.

I will keep my private life unsullied as an example to all and will behave in a manner that does not bring discredit to me or to my agency. I will maintain courageous calm in the face of danger, scorn or ridicule; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed both in my personal and official life, I will be exemplary in obeying the law and the regulations of my department. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty.

I will never act officiously or permit personal feelings, prejudices, political beliefs, aspirations, animosities, or friendships to influence my decisions. With no compromise for crime and with relentless prosecution of criminals, I will enforce the law courteously and appropriately without fear or favor, malice or ill will, never employing unnecessary force or violence and never accepting gratuities.

I recognize the badge of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to the ethics of police service. I will never engage in acts of corruption or bribery, nor will I condone such acts by other police officers. I will cooperate with all legally authorized agencies and their representatives in the pursuit of justice.

I know that I alone am responsible for my own standard of professional performance and will take every reasonable opportunity to enhance and improve my level of knowledge and competence.

I will constantly strive to achieve these objectives and ideals, dedicating myself before God to my chosen profession . . . law enforcement.

**From the International Association of Chiefs of Police*



ARTICLE I
RULES OF CONDUCT (CALEA 26.1.1)

1. OBEDIENCE TO RULES, REGULATIONS, AND ORDERS

- 1.1 It shall be the duty of all officers of the Department to thoroughly familiarize themselves with the provisions of the Police Officer's Manual and departmental written directives, which include General and Special Orders.
- 1.2 Officers shall not commit any acts or fail to perform any acts that constitute a violation of the rules, Code of Ethics, instructions, directives or orders of the Department, whether stated in the Police Officer's Manual or elsewhere.
- 1.3 General and Special Orders and other directives will be issued and maintained electronically and remain in force until rescinded, superseded, or expired. Directives shall be forwarded to all commands after prescription and shall be read by all personnel to whom directed. It shall be the personal responsibility of each officer, however, to keep informed as to the contents and meaning of all such orders and directives, and to seek guidance from their immediate supervisor for orders not understood. All General Orders and Special Orders are maintained on the police shared drive for reference by employees.

2. OBEDIENCE TO LAWS

- 2.1 Officers shall obey all laws and ordinances of the United States, and of any state and local jurisdiction.
- 2.2 Any officer charged with a violation of a criminal or traffic law or ordinance, including electronic monitoring citations, or who is detained for investigation by any law enforcement agency, shall immediately report such fact in writing to the Chief of Police via the chain of command. The written report shall include all facts relating to the alleged violation(s) and/or detention.

3. ABUSE OF POSITION

- 3.1 Officers shall not use their official position, departmental identification cards, or badges for: (1) personal or financial gain, (2) obtaining privileges not otherwise available to them except in the performance of duty, or (3) avoiding the consequences of illegal acts.



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ARTICLE I
RULES OF CONDUCT

3.2 Officers shall not permit or authorize the use of their names, photographs, or official titles, if such use identifies the person as an officer or member of the Norfolk Department of Police, in connection with testimonials or advertisements of any commodity or commercial enterprise, in any publication or public media, without the approval of the Chief of Police. Likewise, officers shall use discretion when using social media, remaining in compliance with departmental policy.

4. COURTESY

Officers shall at all times be courteous and tactful in the performance of their duties. Officers shall exercise self-control with regard to their emotions and use the utmost patience and discretion, even when facing extreme provocation. In the performance of duty, officers shall at no time use coarse, violent, profane, or insolent language or gestures. In conducting formal interrogations, however, officers may exercise flexibility in terms of demeanor, maintaining a level of discretion and remaining mindful of the requirement to treat everyone fairly. Officers shall not express or perform any acts of prejudice concerning race, gender, religious or political affiliation, national origin, sexual orientation, or other personal characteristics.

5. CONDUCT UNBECOMING AN OFFICER

5.1 Officers shall conduct themselves at all times, on and off duty, in a manner consistent with the highest standards of the law enforcement profession. Officers shall not engage in any behavior or conduct, on or off duty, which (1) impairs or tends to impair an officer's ability to effectively perform his/her law enforcement duties (i.e., conduct which causes a loss of respect among the community or other officers; conduct which reflects adversely on an officer's personal character and/or which overshadows the authority of his/her office so that the ability to exercise it is undermined, and/or (2) causes or has a tendency to cause the Department or other officers to be brought into disrepute, or which reflects adversely on the Department as a whole (i.e., conduct which may be understood by members of the community to involve or be characteristic of all officers or the entire Department).

5.2 Officers shall not publish, post, display or cause to be published, posted or displayed, any information, data, or photographs, in any format, electronic or otherwise, that purports, by words or presentation, that which is contrary to the standards set forth in Article I, Section 5.1 above. The prohibition set forth in this section shall apply to web postings and social networking sites including but not limited to Facebook, MySpace, and Twitter.



6. IMPROPER VISITS AND TRANSACTIONS

- 6.1 Officers shall not knowingly visit, enter, or frequent a house of prostitution, a gambling house, or any other establishment or premises wherein the laws of the United States, the state, or any local jurisdiction are regularly violated, except in the performance of official police duties or while acting under proper and specific orders from a superior officer.
- 6.2 At no time will business transactions be conducted between police personnel and prisoners. Officers shall not have contacts or activities with any complainant, suspect, witness, or defendant at any time, place, or under such circumstances that may give the impression that the officer is acting outside the scope of official police duties. If, however, a superior officer gives proper and specific orders directing otherwise, for this reason only will an officer be allowed to deviate from this instruction.
- 6.3 Officers shall not consort, associate, or fraternize with individuals who are involved or suspected in criminal activity, unless such a person is a family member, the officer is in the performance of official police duties, or is acting under specific orders from a superior officer. A family member is any person related by blood or marriage closer than third cousin. If an investigation reveals that an officer was in the company of a convicted felon, apart from the three exceptions listed, the officer should be prepared to explain the circumstances of the incident under investigation.

7. GIFTS AND GRATUITIES

Officers shall neither seek nor accept, in the daily performance of their employment, for themselves or others, any gift, gratuity, or loan, in any form (including money, tangible or intangible personal property, food, beverages, services, or entertainment) from a person, business or organization with whom or with which officers have contact or are likely to have contact. On occasions where food or drink is offered as a gesture of good will, officers may accept the unsolicited meals, snacks, and/or beverages, provided that the provisions are not purchased by the same person, business or organization on a regular basis. It is particularly important that any contact with the public that might reasonably be construed as evidence of favoritism, coercion, unfair advantage, or collusion be avoided. Officers officially nominated or awarded for exemplary performance and/or community service may accept gifts and gratuities presented to acknowledge their nomination or award.



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ARTICLE I
RULES OF CONDUCT

8. REWARDS

Officers shall neither solicit nor accept, for themselves or others, any fee, reward, or other compensation for services rendered in the performance of duty, other than the salary paid by the City. Officers shall not accept or solicit, for themselves or others, any fee or other compensation as a witness in any case except as provided by ordinance.

9. ILLNESS OR INJURY

9.1 Officers unable to report for duty because of illness or injury will report the fact to a supervisor in their command at least 30 minutes prior to the commencement of their scheduled reporting time. The immediate supervisor is to be contacted each subsequent missed workday unless otherwise excused.

9.2 Officers shall not feign illness or injury, falsely report themselves ill or injured, or otherwise deceive or attempt to deceive an official of the Department as to the condition of their health.

9.3 Officers reporting themselves as ill or injured, and who are scheduled for a court appearance, shall abide by official procedures contained in the administrative general order: Court Appearances.

10. USE OF ALCOHOL AND DRUGS

10.1 Officers shall not drink intoxicating beverages while on duty except when working undercover and/or while acting under proper and specific orders from a superior officer. When working in an undercover capacity, officers shall not consume intoxicating beverages to such an extent as to render themselves physically unfit for duty.

10.2 Officers shall not report for scheduled shifts or extra-duty assignments while under the influence of intoxicants, or with an odor of intoxicants on their breath. Officers suspected or accused of drinking on duty, reporting for duty under the influence of intoxicants, or in a state of intoxication while on duty, shall submit to a preliminary breath test or other examination when ordered by a superior officer.

10.3 While off duty, officers shall not consume intoxicating beverages to such an extent as to reflect discredit upon the Department or their status as law enforcement officers. Any officer who receives an emergency call to duty from a supervisor will report any consumption of intoxicating beverages to that supervisor, who will determine the officer's fit-for-duty status.



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RULES OF CONDUCT

- 10.4 An officer shall not store, have in his/her possession while on duty, or bring into any City facility or vehicle any alcoholic beverages, unless the alcohol was seized as contraband and/or evidence, or as part of an undercover assignment.
- 10.5 Officers shall not possess or use any controlled substances, narcotics, or hallucinogens, except when legally prescribed for medical treatment by a properly licensed physician or dentist. Officers using medications, whether prescribed or not, which may reasonably affect the officer's performance of duty, shall report such use to their immediate supervisor and shall not report for scheduled shifts or extra-duty assignments. This includes the use of anabolic steroids, which must be prescribed by a physician or dentist for health reasons only.
- 10.6 Officers shall adhere to departmental policies and procedures when handling contraband and/or evidence.

11. USE OF TOBACCO

- 11.1 Officers hired or rehired on or after January 1, 1997 are prohibited from using tobacco products at any time, whether on or off duty, in accordance with the agreement upon which their employment is predicated.
- 11.2 Officers employed prior to January 1, 1997 may smoke only in designated smoking areas while on duty.

12. POLITICAL ACTIVITIES

Officers will be governed by the Code of Virginia which cites certain permitted and prohibited political activities by law enforcement officers. Officers shall refer to Section 15.2-1512.2 of the Code of Virginia to learn which political activities are permitted and which political activities are prohibited.

13. PAYMENT OF DEBTS

- 13.1 An isolated instance of financial irresponsibility will not be grounds for discipline except in unusually severe cases. However, repeated instances of financial difficulty may be cause for disciplinary action. Filing a voluntary bankruptcy petition shall not, in and of itself, be cause for discipline. Financial difficulties stemming from unforeseen medical expenses or a personal disaster will not be cause for discipline, provided that a good faith effort to settle all accounts is undertaken.
- 13.2 Upon the order of the Chief of Police, officers shall submit financial disclosure statements, other financial records, and other writings and tangible things in



connection with an administrative investigation in which such information is material.

14. NON-BIASED BASED POLICING (CALEA 1.2.3.a, 1.2.4, 1.2.9.a)

In conducting law enforcement activities, including but not limited to detentions, traffic stops, arrests, searches, and seizures of property, officers shall not target any individual or groups of individuals based on race, gender, religious affiliation, national origin, socioeconomic status, sexual orientation, disability, or other demographics. Likewise, officers shall not consider these characteristics in the performance of other public safety duties or when establishing probable cause or reasonable suspicion except when there is credible, reliable and relevant information linking a characteristic such as race, gender, religious affiliation, national origin, socioeconomic status, sexual orientation, or disability to a specific suspect or suspects implicated in a particular criminal incident(s), criminal patterns, or schemes. Any one of these characteristics can never be the singular factor considered in establishing probable cause or reasonable suspicion, but can be one factor considered among the totality of circumstances, that is, in combination with other factors relevant to the locality and timeframe in which incident(s) occurred. Restrictions on the use of these factors do not apply to law enforcement activities designed to strengthen the department's relationships with its diverse communities. Officers are required to treat individuals, regardless of race, gender, religious affiliation, national origin, sexual orientation, disability, or other demographics, with dignity and respect.



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ARTICLE II
RULES OF DUTY

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1. PREVENTION OF CRIME

- 1.1 It shall be the duty of every officer to prevent crime, enforce all laws and ordinances, arrest criminals, protect life and property, and preserve the peace. All officers shall maintain constant vigilance to accomplish these goals.
- 1.2 The delegation of the enforcement of certain laws and ordinances to particular officers and divisions of the Department does not relieve officers of other divisions from taking proper police action in connection with violations of such laws and ordinances observed by them or coming to their attention.

2. SENIORITY (CALEA 12.1.3)

- 2.1 When two or more officers of the Department are on duty together, the officer with the highest rank shall be in command, unless otherwise designated by a superior officer or as directed by departmental order.
- 2.2 When two or more officers of the same rank are on duty together, the officer with senior time in grade shall be in command, unless otherwise designated by a superior officer or as directed by departmental order.

3. ACTING RANK

Officers temporarily assigned to perform the duties of a higher rank shall abide by all orders and rules affecting that rank.

4. ISSUANCE OF ORDERS (CALEA 12.1.3)

- 4.1 Orders from superiors to subordinates are to be in a clear, understandable language and shall be issued in pursuit of departmental business.
- 4.2 No command or supervisory personnel shall knowingly issue an order that is in violation of any law, ordinance, or departmental rule.

5. CONFLICTING OR ILLEGAL ORDERS (CALEA 12.1.3)

- 5.1 Officers who are given an otherwise proper order which is in conflict with a previous order, rule or directive, shall respectfully and privately inform the superior officer issuing the order of the conflict. If the superior officer issuing the order does not alter or retract the conflicting order, the conflicting order shall be



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obeyed. Under such circumstances, the responsibility for the conflict shall be upon the superior officer. Officers shall obey the conflicting order and shall not be held responsible for disobedience of the order, rule, or directive previously issued.

- 5.2 Officers shall not obey any order that they know or should know would require them to commit an illegal act. If in doubt as to the legality of an order, officers shall request that the issuing officer either clarify the order or confer with higher authority.

6. REPRIMANDS IN PUBLIC

Supervisors shall not reprimand subordinates, either verbally or in writing, in the presence of other employees or the public. However, if an officer is observed to be improperly performing his/her duties, and the circumstances are exceptional and require immediate action, a supervisor shall have the right and duty to take prompt corrective measure, which may, if appropriate, include a reprimand.

7. REPORTING FOR DUTY

- 7.1 Officers shall report for duty at the time and place required by assignment or orders and shall be physically and mentally fit to perform their duties. They shall be properly equipped and cognizant of information required for the proper performance of their duties so they may immediately assume those duties. Judicial subpoenas or verbal notice from the bench shall constitute an order to report for duty under this section. No employees shall be absent from duty without consent of competent authority.

- 7.2 Officers shall report to a supervisory officer prior to the commencement of their tour of duty and at the conclusion of their tour of duty, unless directed otherwise by proper authority.

8. DUTY IN TIME OF PERIL

Officers shall not exhibit cowardice or shirk their duty in time of peril. Officers shall act together to assist and protect each other in the restoration of peace and order.

9. NEGLECT OF DUTY

While on duty, officers shall devote their time and effort to the performance of official or assigned police duties.

10. INSUBORDINATION OR DISRESPECT

Officers shall promptly obey any lawful orders of a superior officer. This obligation includes orders from a superior officer and relayed by an officer of the same or lesser



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rank. Officers shall promptly carry out lawful orders from a superior officer in a straightforward, respectful, and efficient manner. Respectful and courteous response shall apply not only when following orders, but also when conversing with superior officers.

11. SLEEPING ON DUTY

Officers shall remain awake at all times while on duty. If unable to do so, they shall report to their superior officer, who shall determine the proper course of action.

12. LOITERING, LEAVING DUTY POST

While on duty, officers shall not loiter in offices or other places of assignment, nor leave their assigned offices, posts, or districts except to perform police duties or when excused or authorized by proper authority.

13. UNSATISFACTORY PERFORMANCE

13.1 Officers shall maintain sufficient competency to properly perform their duties and discharge the responsibilities of their positions. Officers shall perform their duties in a manner that will maintain the highest standards of efficiency in carrying out the functions and objectives of the Department. Unsatisfactory performance may be demonstrated by a lack of knowledge of the application of laws required to be enforced; an unwillingness or inability to perform assigned duties; the failure to conform to work standards established for the officer's rank, grade, or position; the failure to take appropriate action on the occasion of a crime, disorder, or other condition requiring police attention; or, absence without leave.

13.2 In addition to other indications of unsatisfactory performance, poor evaluations or written records of continuing infractions of rules, directives, or orders of the Department will be considered prima facie evidence of unsatisfactory performance.

14. UNIFORMS AND PERSONAL APPEARANCE

Officers shall comply with the policies and rules set out in the administrative general order governing Dress and Personal Appearance. Officers suspended from duty shall not wear the police uniform, or represent themselves as police officers in good standing, or exercise any of the powers or functions of police officers.

15. CARRY AND USE OF FIREARMS

Officers shall carry, handle, and use firearms in accordance with policies specified in the operational general order governing Firearms, and other departmental directives.



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16. IDENTIFICATION (CALEA 22.2.7)

16.1 Officers shall wear or carry their badges and identification cards issued by the Department on their persons while working in a law enforcement capacity, except when working undercover or otherwise directed by the Chief of Police. Officers shall furnish their name and employee ID number in a respectful manner to any person requesting that information when they are on duty or acting in an official capacity, except when working undercover. This will be done in writing upon a citizen's request.

16.2 Officers shall not use any badge or device other than those issued or approved by the Department. Officers shall not alter, reproduce, exchange, transfer, or lend their official badges or identification cards except by order of proper authority. Official badges that are lost, broken, bent, worn smooth, or otherwise changed in form, must be reported to the Property and Evidence Unit via the chain of command.

17. USE OF DEPARTMENTAL EQUIPMENT

Officers shall utilize departmental equipment only for official police purposes, and shall not misuse, abuse, damage or lose any departmental equipment, including but not limited to issued firearms, portable radios, and body armor. Officers entrusted with the custody of departmental equipment, including issued items, shall maintain them in proper operating condition and shall take precautions against loss, theft, or damage. Officers shall be personally responsible for such equipment in their possession, whether on or off-duty. Failure to take appropriate safeguards and/or reporting procedures established in the administrative general order governing City Owned Property shall be considered a serious infraction.

18. ELECTRONIC DEVICES

While on duty, electronic devices not issued or approved by the Department shall not distract officers from official duties. Officers are to exercise good judgment and use personal cell phones only briefly when there is an urgent or important need. Other electronic devices not issued or approved by the Department shall not be carried while on duty unless for use in a business capacity and approved by the Chief of Police.

19. DISSEMINATION OF INFORMATION

Officers shall treat the official business of the Department as confidential. Information regarding confidential department business shall be disseminated only in accordance with official departmental procedures; this does not include information that is open to the public or the provision of name, identification number or duty assignment. Information



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that shall not be divulged includes, but is not limited to, any information of ongoing administrative or criminal investigations, victim or suspect information, as well as the dissemination of photographs or videos related to departmental training, activities, or sensitive work related assignments. Officers may remove or copy departmental records or reports from a police installation only in accordance with official departmental procedures. Officers shall not divulge the identity of persons giving confidential information, except to their superiors and as authorized by proper authority.

20. CORRESPONDENCE AND COMMUNICATIONS

- 20.1 All telegrams, letters, post cards, circulars, and electronic correspondence, etc., sent to other police authorities and individuals regarding police business must be under the signature of the Chief of Police and with his/her consent, unless otherwise directed by the Chief of Police.
- 20.2 All matters coming to the attention of the Chief of Police or other members of the Department from other police authorities requiring investigation or replies shall be disseminated by the Chief of Police or assigned authority. Officers receiving such assignments shall report the results of the investigation, the actions taken and to be taken, to the Chief of Police or assigned authority.
- 20.3 The use of departmental stationery or forms (including electronic versions) for non-police business or purposes is prohibited. Officers shall not represent themselves as acting or speaking in their official capacity as law enforcement officers on any non-police communications or writings without specific prior approval of the Chief of Police.
- 20.4 The Chief of Police is the departmental Information Officer. Information relative to any matter pertaining to the Department or its operations shall only be released by the Chief of Police or by Public Information Office personnel when authorized by the Chief of Police. Any matters pertaining to Freedom of Information Act (FOIA) requests are handled as detailed in the administrative general order governing the Virginia Freedom of Information Act.

21. ENDORSEMENTS AND REFERRALS

Except in the transaction of solely personal business, officers shall not recommend or suggest, directly or indirectly, the employment or procurement of a particular product, professional service, or commercial service (such as an attorney, ambulance service, towing service, bondsman, mortician, etc.). In the case of ambulance or towing service, when such service is necessary and the person needing assistance is unable or unwilling



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to procure it or request assistance, officers shall act in accordance with official departmental procedures.

22. MEMORANDUM BOOK

22.1 Unless directed otherwise, all on-duty line officers shall have with them a memorandum book, in which they shall keep a record of persons arrested, cases handled, and all other matters that may be of importance, noting particularly the names of complainants, witnesses, etc. Official reports required by departmental rules, directives, or orders shall be made as soon as possible after the notes have been written in the memorandum book.

22.2 Memorandum books shall be subject to inspection by officers' superiors when deemed necessary.

22.3 As required by the Records Retention and Disposition Schedule of the Library of Virginia, officers will maintain each completed memorandum book of non-evidentiary value for five years.

23. ARREST, SEARCH AND SEIZURE; RELEASE OF PRISONERS

23.1 Officers shall not make any arrest or conduct any search or seizure that they know or should know is not in accordance with law and official departmental procedures.

23.2 A person under arrest shall not be released except as provided by law.

24. SEARCHING OF PRISONERS (CALEA 70.1.1)

When an officer makes an arrest, the officer will search or ensure that the prisoner is searched thoroughly and ensure that the prisoner has no weapons, contraband, or evidence concealed on or about the person. Transporting officers dispatched to pick up and transport prisoners shall also conduct a thorough search for weapons, contraband, or evidence.

25. PROCESSING PROPERTY AND EVIDENCE

Property or evidence that has been discovered, gathered, or received in connection with departmental responsibilities will be processed in accordance with official departmental procedures. Officers shall not convert to their own use, manufacture, conceal, falsify, destroy, remove, tamper with, or withhold any property or evidence in connection with an investigation or other police action.

26. SERVING LEGAL DOCUMENTS



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RULES OF DUTY**

Officers receiving legal documents, including but not limited to court orders, summonses and subpoenas for service shall serve them promptly in order to provide ample time for the recipient to appear in court. Legal documents shall be served, when practical, in the daytime or at a reasonable hour at night, unless approved by a superior officer. All legal documents shall be returned showing the date and time of service/execution, method of service and the name(s) of the officer(s) serving them.

27. CIVIL CASES

27.1 Officers shall not render any assistance to either party in any civil action or dispute, except to prevent a breach of the peace or to suppress a disturbance actually taking place, or in accordance with official written departmental procedures. However, officers may, when requested, refer such parties to the proper authorities for assistance.

27.2 This rule does not apply to officers who may receive a subpoena to appear as a witness in a civil action, or who may be authorized by the Chief of Police to be interviewed. Officers are to follow policies and procedures specified in the administrative general order that explains City Attorney Representation.

27.3 If a civil suit is filed against an officer for any act performed in the line of duty, the officer shall immediately notify his or her commanding officer. The commanding officer shall then forward a report to the Chief of Police which shall include a copy of the legal papers and all facts pertaining to the action in question. Officers are to follow policies and procedures specified in the administrative general order that explains City Attorney Representation.

28. CHANGES IN RESIDENCE OR TELEPHONE NUMBER

Officers are required to provide contact information to the Department, to include home addresses and personal telephone number of record, and to report any change in this information to their command via their immediate supervisor, and to such other persons as may be appropriate, within twenty-four hours of such change.

29. DEPARTMENTAL REPORTS

Officers shall submit all reports required by departmental written directives on time and in accordance with official departmental procedures. Reports submitted by officers shall be truthful and complete, and officers shall not knowingly include or cause to be included any inaccurate, false, or improper information. All reports must be made on the current (or most recently revised) form, shall include the officer's name and command assignment, and shall be approved by the officer's immediate supervisor before being forwarded to the Chief of Police via chain of command.



30. CITIZEN COMPLAINTS AND REQUESTS FOR ASSISTANCE

- 30.1 Any officer receiving a complaint shall immediately notify a supervisor. Supervisors shall courteously and promptly record in writing any complaint made by a citizen against any officer or the Department. Supervisors may attempt to resolve the complaint. However, members of the Department shall never attempt to dissuade any citizen from lodging a complaint against an officer or the Department. All complaints of misconduct, or improper or negligent performance shall be forwarded to the proper superior or unit for investigation.
- 30.2 When an officer receives a request for assistance or advice by telephone or in person, the officer will obtain and convey all pertinent information in a courteous manner and properly and judiciously act upon it in a manner consistent with official departmental procedures.

31. FALSE STATEMENTS, PERJURY, OR REPORTS

- 31.1 Officers shall not make any verbal or written misrepresentation or false statement in any court or administrative proceeding, including but not limited to any trial, deposition, Grand Jury proceeding, or proceeding before any board, commission, panel, or to any official, superior officer or fellow officer, or during any departmental investigation or hearing.
- 31.2 Upon the order of any superior officer, officers will truthfully answer all questions related to their employment or the operations of the Department that may be asked of them.
- 31.3 Upon the order of the Chief of Police or assigned authority, officers shall submit records, notes, correspondence, and other writings and tangible things in connection with an investigation in which such information is material.

32. POLYGRAPH, MEDICAL EXAMINATIONS, PHOTOGRAPHS AND LINEUPS

- 32.1 Upon the order of the Chief of Police or assigned authority, officers shall submit to polygraph examinations related to a particular internal investigation being conducted by the Department.



POLICE OFFICER'S MANUAL

**Department of Police
Norfolk, Virginia**

ARTICLE II RULES OF DUTY

- 31.2 Refusal to submit to a polygraph examination when ordered to do so, or failure to cooperate fully in the administration of such an examination, shall be grounds for disciplinary action, which includes possible dismissal from the Department.
- 3.3 Upon the order of the Chief of Police or assigned authority, officers shall submit to any medical, psychological, ballistics, chemical, or other tests, photographs, or lineups. All procedures carried out under this subsection which are being conducted by the Department shall be related to an officer's employment or official position.



Department of Police
Norfolk, Virginia

Appendix A

OATH OF OFFICE

State of Virginia

City of Norfolk, to wit:

I _____, do solemnly swear (or affirm), that I will support the Constitution of the United States and the Constitution of the Commonwealth of Virginia, and that I will faithfully, without fear or favor, discharge and perform all duties incumbent upon me as a Police Officer, in the Department of Police, in the City of Norfolk, Virginia, according to the best of my ability, so help me God.

(Name)
(Police Officer)
Effective _____ 2017

Subscribed and sworn before me this _____ day of _____, 2017

Notary Public

My commission expires _____ 20____
Notary Registration Number: _____